**CURRICULUM VITAE**



**Personal Details: -** **Maureen**

**Date of Birth: - 1974**

**Email Address: -** **Maureen.337298@2freemail.com**

**ACADEMIC QUALIFICATION**

**1980 – 1987** **PRIMARY SCHOOL**

Wangigi Primary school

**1988 – 1991** **HIGH SCHOOL**

 Ruiru High school (C-)

**1992 – 1994- SECRETARIAL COLLEGE**

Temple College – Full Secretarial: - Business English II, Office Practice III, Short Hand**80**WPM, Receptionist and Advanced Typing **50** WPM

**COMPUTER PACKAGES;-**

MS Word, PageMaker, MS Excel, Access

**2007** Computer Hardware and Maintenance (A+)

**WORK EXPERIENCE**

**1994 - 1995** **Kenya Railways (Industrial Attachment**)

 My duties were:-

* + - * + General Administration/Clerical duties

**1996 – May 2000:-** **WorkSafe Afya Clinic**

 *I worked as a Secretary/Receptionist*

 My duties were:-

* + - * + Data entry/Bookkeeping
				+ Switchboard operator
				+ General administration/clerical duties

**July 2000 – July 2004:-** **Dan & Associate (Audit Firm)**

*Job Description:- Secretary/Receptionist/Telephone operator*

My duties were:-

* + - * + Typing audited accounts, Taxation work, Secretarial work and Covering letters
				+ General administration/clerical duties
				+ Managing Reception/Switchboard

**Sept. 2004 – Jan 2006:-** **East African Education Publishers & Family Health Int**. (contract).

*I worked as a Switchboard Operator/Receptionist*

**Steadman Research Group** (contract)

 My duties were:-

* + - * + Transcribing
				+ Data Entry
				+ Translating

**Feb. 2006 – Jan. 2008:- Crescent Construction/Barclays Bank**

*I worked as a Switchboard Operator/Receptionist*

My duties were:

* + - * + Managing Switchboard/Reception area
				+ Making sure all the Telephone Lines & Extensions are working
				+ Attending visitors

**2008 –Feb.2013 :- Unga limited (Manufacturing)**

*Job Description: - Switchboard Operator/Customer Service officer.*

 My duties were:

* + - * + Managing Switchboard/Reception area.
				+ Customer Care Services.
				+ Attending visitors.
				+ Making sure all the Telephone Lines & Extensions are working.
				+ General administration to staff – Secretarial duties.
				+ Coordinate replenishes for meetings.
				+ Practicing Kaizen.
				+ Booking Interviews for the HR office.
				+ Peer Educator.
				+ Fire Marshal.

**May 2013–Dec.5th 2013: -Safety Surveyor Limited (Insurance – Risk Surveyors)**

*Job Description: - Administrator*

 My duties were:

* General Administration & clerical duties for Investigation Department, Adjustment Department, Health & Safety Unit and Risk Survey Unit.
* Opening new assignments to officers and notifying the clients.
* Typing and Editing Reports for the mentioned department.
* Preparing fee notes to our clients (Insurance Companies)

**Dec. 2013 to-date: - New Milimani Sacco**

*Job Description: - Principal Customer Care Officer, CEO/CHAIRMAN’S Secretary / Loan Defaulters Recoveries.*

My duties are:

* + - * + Managing Switchboard & Reception area.
* Maintain CEO & Chairman’s Diary.
* Booking appointments for Chairman/CEO.
* Prepare minutes for manager’s meeting.
* Ensuring CEO’s office is fully functional.
* Monitor requested specific tasks being undertaken by other staff for CEO.
* Ensuring that all relevant staff or departmental Notices shown on Head Office Notice Board are sent to all Branches.
* Communicate with Branch Team Leaders to ensure relevant matters are dealt with promptly.
* Attending to members & reconciling passbooks for savings & loan accounts.
* Recovering Loans from Loan Defaulters.
* Recruiting New Members online & educating on Sacco’s products.
* Managing Members complains.
* Managing Sacco’s emails.
* General Administration & clerical duties.

**HOBBIES: -** Swimming and Music & Walking